

**EMERGENCY MEDICAL SERVICE AUTHORITY – A Public Trust**

**Regular Board of Trustees Meeting**

**May 23, 2018 at 1:00 p.m. via Video Conference**

**EMSA Corporate Offices**

1111 Classen Drive, Oklahoma City, OK

1417 North Lansing Avenue, Tulsa, OK

**Minutes:**

**NOTICE AND AGENDA** for the Regular Meeting of the Board of Trustees for the Emergency Medical Services Authority, a Public Trust, were filed May 21, 2018 at 9:00 a.m. with the offices of the City Clerk of Tulsa and with the City Clerk of Oklahoma City on May 21, 2018 at 9:00 a.m., more than 24 hours prior to the time set for the meeting.

**TRUSTEES PRESENT**

Ms. Kelly Brader  
Chief Bryan Wood  
Mr. Larry Stevens  
Mr. Larry McAtee  
Mr. Kyle Nondorf  
Ms. Allison Petersen  
Mr. Larry Stevens  
Mr. Phil Lakin (1:18 p.m.)

**TRUSTEES ABSENT**

Mr. Wiley Williams (Excused)  
Ms. Jan Slater (Excused)  
Dr. Jeffrey Goodloe (Excused)  
Dr. Jim Rodgers (Excused)

**OTHERS PRESENT**

Jim Winham, EMSA  
Angela McLain, EMSA  
Frank Gresh, EMSA  
John Graham, EMSA  
Johna Easley, EMSA  
James Davis, EMSA  
Adam Paluka, EMSA  
Tracy Johnson, EMSA  
Julie Roberts, EMSA  
Andrea Muskrat, EMSA  
Paula Bowen, EMSA  
Andrew Sadler, EMSA  
Sonny Geary, AMR  
Jeremy Coombs, AMR  
Lara O'Leary, AMR  
Lindsey Baird, City of OKC  
Jim Orbison, Riggs Abney

A quorum was present and the meeting was called to order at 1:05 p.m. by Vice Chair Petersen.

**CONSENT AGENDA**

**1. Approval of Board Minutes from the EMSA Board of Trustees Regular Meeting dated April 25, 2018 at 1:00 p.m.**

Upon motion made by Mr. Nondorf and seconded by Mr. McAtee, the Board of Trustees voted to approve the Board Minutes from the EMSA Board of Trustees Regular Meeting dated April 25, 2018 at 1:00 p.m.

AYE: Mr. McAtee, Mr. Stevens, Ms. Petersen, Ms. Brader, Mr. Nondorf, Chief Wood

NAY: None

ABSENT: Ms. Slater, Mr. Williams, Dr. Rodgers, Mr. Lakin

The motion was passed.

**REGULAR AGENDA**

**1. Chairman's Report** – Allison Petersen, Vice Chairman of the Board – Ms. Petersen informed the Board that Jan Slater is unable to chair today's meeting and she will be filling in for her. Ms. Petersen reported that both she and Jan had accompanied Jim Winham as a component of editorials in both the Tulsa World and The Oklahoman. She applauded Jim for doing a fantastic job explaining his vision for EMSA and explaining the role he wants to play, and for continuing positive efforts with the editorial boards and throughout the eastern and western communities.

Ms. Petersen stated that we are striking the City of Tulsa presentation from the agenda as their representative was not able to make it today.

**2. President's Report**

**a. Compliance Report** – Frank Gresh, Chief Information Officer – Mr. Gresh reported compliance and exclusion numbers for the eastern and western divisions for the month of April 2018. All areas in the eastern division were compliant. The western division was not compliant on priority ones and the Contractor has been fined. Mr. Gresh reported that as of this morning, they were back in compliance in the month of May. Mr. Winham interjected an explanation of the contractual requirement regarding compliance. EMSA provides the Contractor a notice letter that they have thirty days to cure the non-compliant

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issue. The Contractor then provides EMSA with a written report every five calendar days on the progress and actions they are taking. He added they are currently compliant on the reporting as well as curing the issue. Mr. McAtee questioned if the fine assessed has been paid and was informed it had been.

**b. Financial Report** – Kent Torrence, Chief Financial Officer – Mr. Torrence informed the Trustees that the 2019 budget will be presented at the June meeting and he will be sending them draft budget packages so they may review and ask any questions prior to the meeting. Mr. Torrence reported the financial statements including the highlights of collection rates, emergency/non-emergency transports, cash receipts and disbursements for both divisions for the month of April 2018.

**c. Patient Financial Services** – Angela McLain, Chief Revenue Officer – Ms. McLain reported the patient financial services report for April 2018 including call volume, accounts receivable, cash receipts, and overall percentages of cash and revenue per payor category for the eastern and western divisions. During Ms. McLain’s report, discussions were had regarding the patient accounts department, Medicare co-payments, and Solutions Group. Full details of these discussions may be found in the meeting transcript.

**d. Key Point Indicators (KPIs)** – Jim Winham, Chief Executive Officer – Mr. Winham reported that patient satisfaction scores were still very high in both the eastern and western divisions. Regarding the lost unit hours due to IT, there was a critical system downtime of less than one hour with a CAD issue that was corrected very quickly. EMSA has reworked the IT department and it now has less personnel and they are doing an outstanding job with the amount of changes placed on them. Media hits, website visits, community events, civic engagements, and EMSAcare are all the same as reported last month—overall good scores.

**e. President’s Commentary** – Jim Winham, Chief Executive Officer – Mr. Winham began by introducing the EMSA Team Members of the Month. He informed the Board that two of our medics, John Whistler and Donald Wood, have been given the pre-hospital trauma award and were recognized at the OU Trauma Awards held last month in Oklahoma City. Mr. Winham told the Board that the Oklahoma Ambulance Association (OKAMA) Stars of Life banquet had been held the previous evening and that one of EMSA’s own from the eastern division, Brandon Jones, was recognized as a Star of Life. Brandon is the Communications Center Lead and will represent EMSA at the Stars of Life conference in Washington, DC in June.

Mr. Winham reported that the 90-day trial of the Basic Life Support (BLS) transport pilot program started yesterday in Oklahoma City. He reiterated there is no paramedic in the back, but has all the paramedic equipment on it and will be used for hospital transports, discharges to home, etc. Discussions were had regarding the BLS transport program,

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billing, and documentation audits. Full details of these discussions may be found in the meeting transcript.

He recalled from the last Board meeting talking about the certified public expenditures and stated since that meeting, the Governor has signed the legislation into law. EMSA is taking the next step which is working with a firm out of Washington, DC whose expertise is in this area. The largest impact for EMSA will be cost reporting, specifically what our direct costs are for transporting Medicare patients to receive those federal funds that are not paid for in the Medicare rate.

Mr. Winham concluded his report with updates on the Chief Financial Officer (CFO) search, the western division's new building project, and announcing effective July 1, our disaster component that is paid entirely through a grant from the State of Oklahoma and the federal government that we refer to as MMRS (Metropolitan Medical Response System) and RMRS (Regional Medical Response System), will be moving over to EMSA employees instead of working for the Contractor.

**3. New Business**

None at this time

**4. Trustees' Reports**

Chief Bryan Wood took this time to give kudos to the entire EMSA system and the crew who rapidly responded and took excellent care of one of his family members who recently suffered an ischemic stroke and is now back home with no ill effects.

**5. Next Meeting – Wednesday, June 27, 2018 at 1:00 p.m. via videoconference**

**6. Adjourn - The meeting was adjourned by Vice Chair Petersen at 1:43 p.m.**

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Julie Roberts, Assistant Secretary

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Date